



U.S. General Services Administration

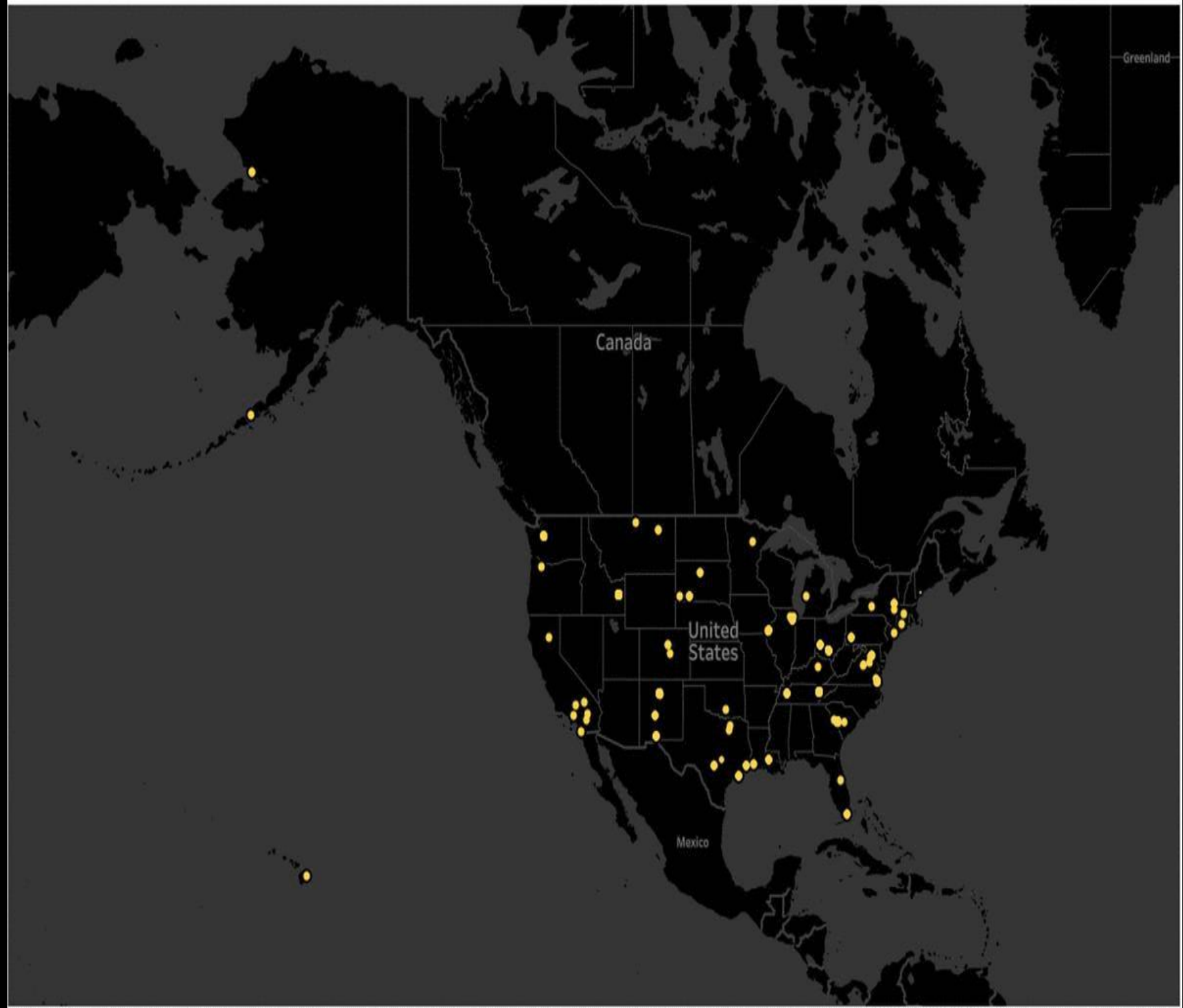
FedFleet



Using Your GSA Fleet
Card

Presented by:
Jenny Kane and Brian
Moseley

12:00 AM



Creating Connections Through Fleet Cards



Saving Agencies Resources

Seamless
Program
Management

- ✓ Loss Prevention Team
- ✓ SmartPay® contract oversight
- ✓ OMBA123 Appendix B compliance
- ✓ Fleet card audit support
- ✓ Data for reporting requirements (FAST)
- ✓ New technology and innovation

Everything You Need to Know

Turnkey
Driver
Experience



Tax exempt remind vendors

Enter correct odometer readings

One card per vehicle/ One driver ID per card

Service for fueling issues and repairs under \$100

GSA MCC/AMC for repairs or accident approvals over \$100

Fuel and Service Anywhere

160,000

Fueling locations in 95% of retail sites

80,000+

Diesel sites

45,000+

Maintenance locations with WEX swipe

500,000

Additional fuel/maintenance locations with WEXPay™, a virtual MasterCard provided via phone

3,300+

Canadian retail fuel sites

FedFleet








2020

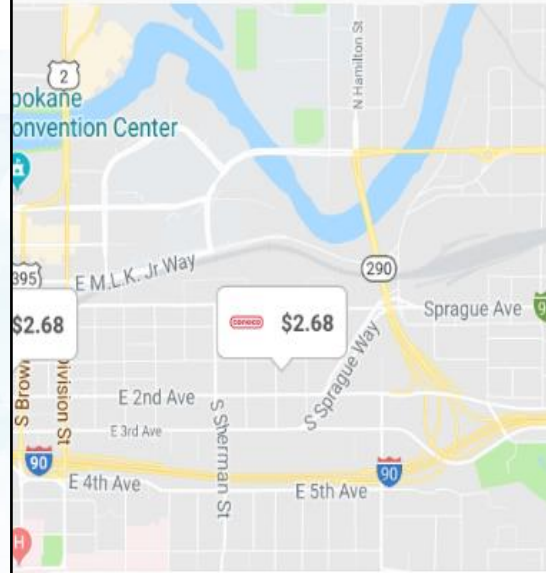
WEXConnect App®

(available on both Google Play® and iOS Apps®)

ALL SERVICE TYPES WITHIN 5 MILES






-  **Mister Express Lu-Fx**
1022 N Division St
Spokane
0.9 mi
-  **Rays Truck Svc.**
727 E Pacific Ave
Spokane
1.2 mi
-  **Spokane Quick Lube.**
1505 W Northwest Blvd
Spokane
1.4 mi
-  **Foothills Lincoln-Fx**
202 E North Foothills Dr
Spokane
1.9 mi
-  **Spokane NW. Blvd. LSTC**
2528 W Northwest Blvd
Spokane
2.2 mi

UNLEADED REGULAR WITHIN 5 MILES

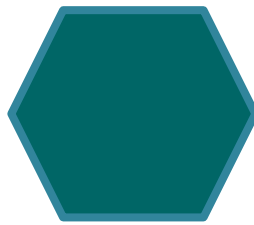


ZIP TRIP #35 ☆
909 N DIVISION ST
SPOKANE
GET DIRECTIONS (0.9 MI)

UNLEADED REGULAR WITHIN 5 MILES

-  **ZIP TRIP #35**
909 N DIVISION ST
SPOKANE
0.9 mi
\$2.57
3hr ago
-  **ZIP TRIP #20**
4017 S CHENEY SPOKANE RD
SPOKANE
2.8 mi
\$2.67
14hr ago
-  **DIVINE HAMILTON CO...**
1918 N HAMILTON ST
SPOKANE
1.8 mi
\$2.68
13hr ago
-  **MOBIL**
104 W 2ND AVE
SPOKANE
0.6 mi
\$2.68
12hr ago
-  **ZIP TRIP #2**
1523 W 10TH AVE
SPOKANE
0.9 mi
\$2.68
7hr ago

Benefits of Fleet Branded Cards



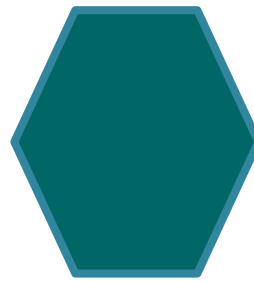
Custom card
controls

Driver ID

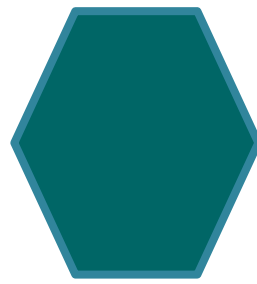
Level III Data
Capture

MasterCard
Virtual
Platform

Fleet Cards Save Agencies Money



- Fuel tax recovery of \$12 million annually
 - Billed net of taxes - captured at the pump at time of sale
 - Billed net of taxes - fleet card provider recoups
 - Fuel taxes recaptured by GSA directly with states
- Fleet card rebates \$7 million annually
- Discounts honored by major service providers
- Ensuring expenses not included in your lease are billed to the correct agencies



The Mystery of Product Coding

Pump or Register



Processor

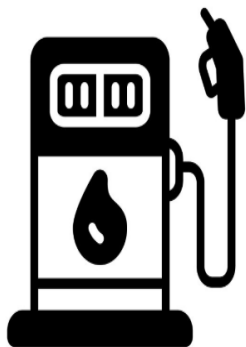


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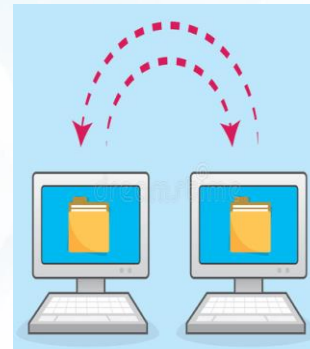
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3

4



Merchant bank

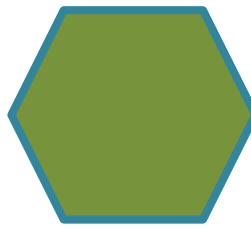


Fleet card

The Dos and Don'ts

Authorized Purchases	Unauthorized Purchases
Use fleet charge card matching the license plate of the vehicle you are driving	Using the wrong vehicle's fleet card or agency issued purchase card for a GSA Fleet leased asset
Regular unleaded, self service fuel for GSA vehicle – alternative fuels as required	Premium or full service fueling (unless required by state law)
Immediately consumable items for vehicle (e.g. quart of oil, washer fluid, wipers)	Maps, air fresheners, food, lottery tickets, alcohol, etc.
Exterior Car Washes within local guidance	Excessive car washes or details
Mechanical repairs for GSA vehicle to which card is assigned	Upgrading tires, accessories such as snow plows without prior approval from FSR

The Fleet Card Hustle

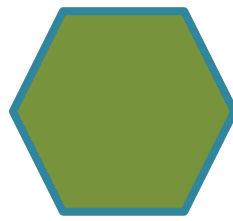


“Friends
and family”

Lost or
stolen cards

Skimming

Phishing



Is this fraud or misuse?

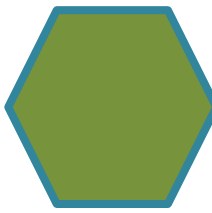
Day of Week	Date	Time	Time Diff	Odometer	Tank Size	Units	Merch Brand
TUESDAY	11/19/2019	19:12		22,273	50	15.6	SUNOCO
TUESDAY	11/19/2019	19:14	0:02	19,391	50	13.4	SUNOCO
TUESDAY	11/19/2019	19:19	0:05	49,859	50	7.6	SUNOCO
TUESDAY	11/19/2019	19:22	0:03	22,500	50	14.8	SUNOCO
TUESDAY	11/19/2019	19:26	0:04	22,500	50	17.5	SUNOCO
TUESDAY	11/19/2019	19:29	0:03	22,500	50	27.4	SUNOCO
WEDNESDAY	11/20/2019	11:53				18.1	
WEDNESDAY	11/20/2019	11:55	0:02	25,469	50	17.6	
WEDNESDAY	11/20/2019	12:00	0:05	22,500	50	18.9	7-ELEVEN
	11/20/20						

12 transactions within 24 hours

Odometers all over the place

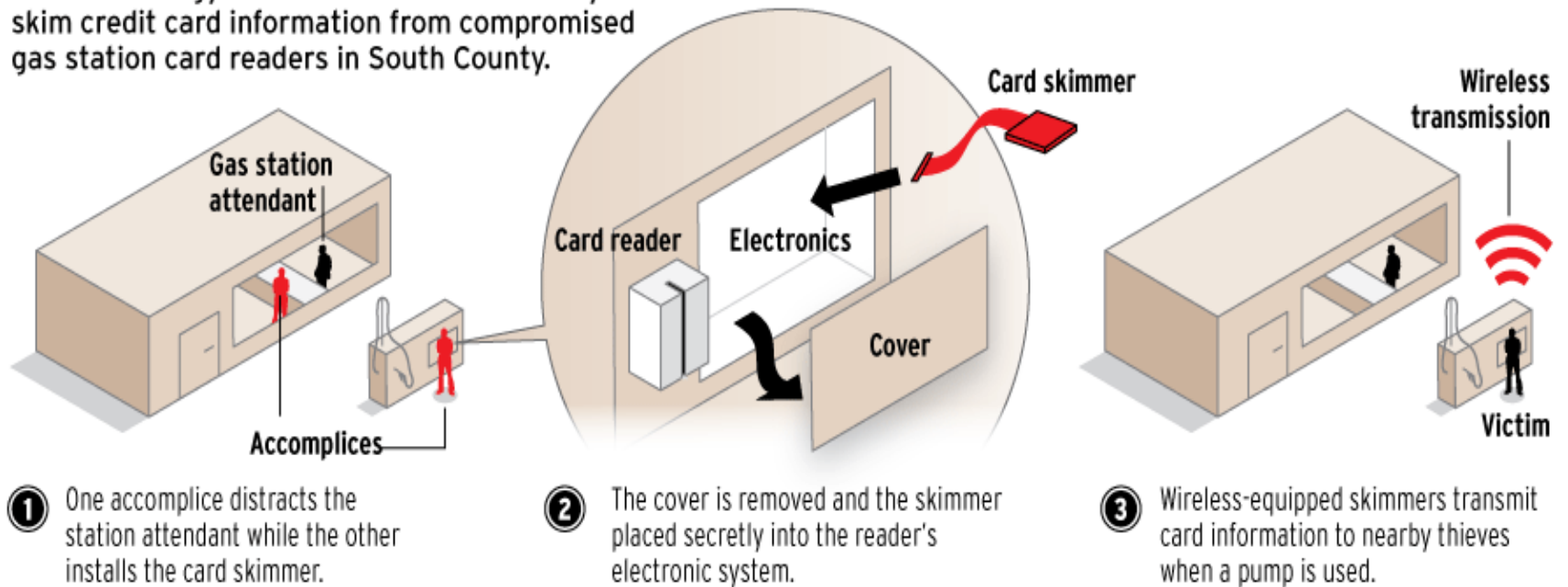
Amount of gas pumped exceeds the tank capacity

How to Spot and Avoid Skimmers

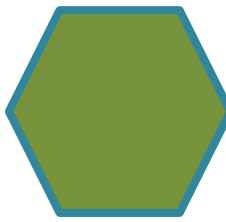


The next generation of card skimming

New technology allowed thieves to wirelessly skim credit card information from compromised gas station card readers in South County.



The Register



Protecting Your Fleet Cards

- Agencies shall ensure accountability – know who had card and when
- One card per vehicle – use the correct one
- Keep your Driver ID/PIN confidential - do not write on/near the card
- Secure cards when stored – don't leave in vehicles or in places accessible to all – two lock system

Everything Else You Need to Know


Resources

Vehicle Fleet Data ▾ Reports Carryout ▾ Account Maintenance ▾ Customer Guides ▾ Training ▾

Main Menu


Welcome to GSA Fleet Drive-thru

Vehicle Fleet Data



- Customer Acquisition Module ▾
- Customer-Driven Data (CDD) ▾
- Fleet Card Replacement Ordering
- FTP Monthly Mileage Upload Tool
- Mileage Express ▾
- PM Express
- SpeedPay ▾

Reports Carryout



- Scheduled Reports ▾
- Agency Incurred Expense (AIE)
- CRASH
- Customize Inventory Report
- Fuel Use Report (FUR)
- GSA Fleet FAST Data Center
- Preformatted Inventory Report

FedFleet



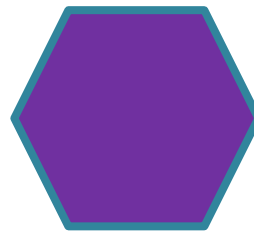
2020

Card
Ordering

Transaction
Data

Driver
Training

Replacement Fleet Cards



- Once registered, login using your email and password
- Select “Fleet Card Replacement Ordering”
- Follow the instructions
- You are able to directly ship to either your default address or to a field location you enter
- Cards ordered prior to 1:00pm EST should be received the next day via UPS depending on location

Fuel Use Report

Fuel Use Report

Select Time Period

Date From: To:

Report Type

- ☒ Transactional by Vehicle
- ☐ Summary by Vehicle
- ☐ Summary Report by Reporting Level
- ☐ Detailed Report by Reporting Level

Select Report Output

- ☒ On screen (Excel format)
- ☐ By Email:
- Email Format: ☒ Excel ☐ Text File

Select Option

Select Agency Owned or Lease Vehicles

- ☒ GSA Fleet Leased Only
 - ☐ FedFMS and GSA Fleet Leased
- Combined Reporting is only available at the Agency and Bureau levels

Select Option

- ☒ Agency Code: (Maximum 10; All Agencies report will be scheduled.)

044 - CORPORATION FOR NATIONAL SERVICE
045 - EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
047 - GENERAL SERVICES ADMINISTRATION
049 - NATIONAL SCIENCE FOUNDATION
050 - SECURITIES AND EXCHANGE COMMISSION

- ☐ Bureau Code:

00 - GENERAL SERVICES ADMINISTRATION

- ☐ Agency Indicator:

- ☐ Account Code (BOAC):

or Select Multiple Account Codes (BOACs):

777777
999999

(Hold Ctrl to make multiple selections)

- ☐ Your Customer Number: 00-00-00-XXXXXX-000

- ☐ Another Customer Number:

- ☐ Your Vehicle Tag Number: G

10

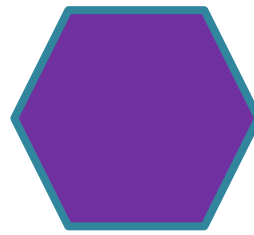
1234A

Optional Reporting Criteria

Purchased Fuel Type: Vendor State: Vendor Zip:

- ☒ Natural Units
- ☐ Gasoline Gallon Equivalent (GGE)

GSA Fleet Drive-thru Training



AFV Sustainability Series

Part 1: AFV Legislation (video length: 8:54)

A review of AFV-related legislation, and the ways in which GSA Motor Vehicle Management has assisted customers in meeting these mandates.

[View Notes](#)

Part 2: Optimal Vehicle Choice (video length: 4:41)

An overview of the crucial steps that agencies should take into consideration when acquiring a "green" vehicle.

[View Notes](#)

Part 3: Alternative Fuel Considerations & Emerging Technologies (video length: 14:32)

A summary of information on all available sources of alternative fuel and current trends in the AFV industry.

[View Notes](#)

Part 4: Driving Tips and Recommendations

(video length: 5:08)

Driving tips and recommendations to improve your vehicle's fuel economy.

[View Notes](#)

GSA Fleet Electric Vehicle Training Series 2016

Choosing An Electric Vehicle (video length: 21:55)

A review of electric vehicles available through GSA and considerations for selecting an electric vehicle.

[View Notes](#) | [Download the PowerPoint in pdf format](#)

Operating an Electric Vehicle (video length: 26:06)

An overview of the various features of an electric vehicle, including special maintenance procedures and charging.

[View Notes](#) | [Download the PowerPoint in pdf format](#)

Planning for a Charging Station (video length: 24:40)

A summary of considerations agencies should use to determine what type of electric vehicle charging infrastructure will best meet their needs and how to plan for purchasing and installing a station.

[View Notes](#) | [Download the PowerPoint in pdf format](#)

Installing a Charging Station (video length: 4:44)

An overview of the steps agencies can expect in regards to preparing for, installing, and activating charging stations.

[View Notes](#) | [Download the PowerPoint in pdf format](#)

Using a Charging Station (video length: 10:47)

An overview of steps for refueling an electric vehicle using charging infrastructure.

[View Notes](#) | [Download the PowerPoint in pdf format](#)

Drive-thru Training

CAM (Customer Acquisition Module) (video length: 54:41)

An online method for agencies to request and review their vehicle replacements.

CRASH (video length: 2:30)

Access accident related data for your GSA Fleet vehicles using the Crash module

Customized Inventory Report (video length: 2:33)

Generate your own real time inventory reports for your assigned vehicles using the Report Carryout Customized Inventory Report tool.

Defensive Driving (video length: 1:04)

Online GSA Fleet driving course

Fleet Card Replacement Ordering (video length: 1:57)

Instructions for ordering replacement fleet cards for your GSA Fleet vehicles

Preventative Maintenance (video length: 1:56)

A How-To guide for reporting completed preventative maintenance for your GSA Fleet vehicles

Driver Safety Training & Resources

Online Defensive Driving Course

External Safety Video Collection

Presentations and Webinars:

- Defensive Driving Training Presentation
Downloadable PowerPoint Presentations and Notes
[View training presentations](#) | [View notes](#)

Desktop Workshops

Click here to [register](#) for Desktop Workshops

Previous Trainings on Demand:

[All Recorded Desktop Workshops](#)

Vehicle Operator Videos

Full Vehicle Orientation (video length: 16:58)

Covers basic information about operation, maintenance and management of your GSA Fleet vehicle.

Overview (video length: 3:08)

Summary of basic services provided by GSA Fleet.

Day-to-Day Care (video length: 1:21)

Information on GSA Fleet License Plates and your Fleet Service Representative (FSR).

Fleet Services Card (video length: 5:35)

Review of the fleet services card provided with each GSA Fleet vehicle for fuel and minor maintenance services.

Fleet Drive-Thru (video length: 2:01)

How to access vehicle reports and report vehicle mileage.

Maintenance and Accident Management (video length: 3:15)

How to maintain your GSA Fleet vehicle, and procedures for handling accidents and having repairs made.

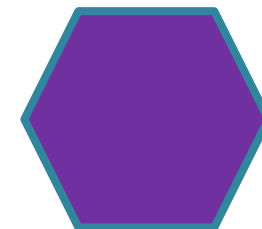
Short Term Rental (video length: 1:37)

Overview of Short Term Rental Program and requirements for use.

Fleet Card
Driver Training



When in Doubt Consult the Directions



WEX Card Acceptance

ACCEPTED IN CANADA at
Esso GasKing gas- PIONEER Energy for Life

US drivers, download the Free WEX Connect Mobile App now! Available for iPhone and Android

Quickly find fuel and maintenance locations in your area. The WEXConnect app is easy to use, offering maps and directions, and includes current fuel prices anywhere in the U.S.

How to Pay at the Pump

1. Make sure the station accepts the card.
2. Check mileage before turning off ignition.
3. Insert card and follow pump instructions.
4. Enter Driver ID, remember to remove alpha characters.
5. Enter odometer reading/current mileage.
6. Choose the proper fuel for your vehicle and begin fueling.



How to Obtain Maintenance

For transactions under \$100, present card for swiping. For transactions over \$100, call:
GSA Fleet Assistance Centers (TITLE)
1-866-400-0411

- PRESS 1**
Mechanical, tires or battery (MCC)
- PRESS 2**
Accident, body or glass damage (AMC)
- PRESS 3**
Vendors closing prior authorization
- PRESS 4**
Customers with WEX card issue or under \$100 maintenance
- PRESS 5**
Vendors with a payment problem
- PRESS 6**
New GSA Fleet vendors



Card Not Working?

If you are at a fuel or service location that does not accept the WEX, Inc. card, ask the merchant to phone the below number for an alternative form of payment, 24/7:

1-866-939-4472

Alternative Authorization Instructions

U.S. or International Fuel and Service stations that do not accept WEX cards can still process a transaction for a WEX customer by calling WEX at:

1-866-939-4472

for an out-of-network authorization.

Be prepared to provide the following information:

- Account #
- Vehicle #
- Card expiration date
- Driver ID
- Vehicle odometer reading
- Total amount of transaction
- Merchant contact information

For authorized transactions, WEX will provide payment.

WEXG 20150422



GSA Fleet



Fleet Services Card User Guide

User Responsibilities

In accordance with FAR 13.301, the governmentwide commercial Fleet Services Card is authorized for the purchase of fuel, maintenance and repair for GSA Fleet leased vehicles. You are the Government's agent for each purchase made with the Fleet Services Card. As such, you must comply with all applicable regulations and procedures of GSA Fleet and your agency/organization. All transactions are closely monitored by GSA Fleet. Drivers may be prosecuted and held personally liable for fraudulent use of the card. If you are uncertain as to whether a purchase is authorized, ask your Fleet Manager.

- Use only the Fleet Services Card assigned to that specific vehicle.
- Use the card to purchase oil, fluids and other necessary maintenance and repairs only as authorized.
- Purchase regular unleaded self-service gasoline from service stations that offer the lowest price, except when the vehicle requires diesel or alternative fuel or under other authorized conditions.
- Observe all dollar limits on purchases. For maintenance over \$100 and the purchase of all tires and batteries prior authorization is required from the Maintenance Control Center.
- You may not use the Fleet Services Card to purchase food, beverages or other items for personal use.
- Keep the card in a safe and secure place. It is not permissible to store the card in the vehicle.
- Don't fuel any non-GSA Fleet equipment even if attached to a GSA Fleet vehicle (i.e. tractor or ATV).
- Be a wise consumer. If a vendor is trying to sell services you believe to be unnecessary contact your local Fleet Service Representative.
- Seek state tax exemption on all non-fuel purchases.
- Immediately report a lost, stolen or broken card.
- Do not give the Driver ID to anyone except a station attendant or a Customer Service Representative.
- Report any suspicious activity to GSA Fleet.

Loss Prevention Team
Email the Loss Prevention Team to report suspicious activity.
LPT@gsa.gov

For replacement cards order online at:

privethru.fas.gsa.gov

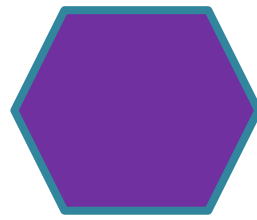
If you do not have your customer number and access code contact:

1-866-472-6711

For more information visit the GSA Fleet Services

www.gsa.gov/fleetcard

GSA Fleet Service Representative:



Contact Us



LPT@gsa.gov

replacementcards@gsa.gov

www.gsa.gov/fleetcard

